

## **Full-Time Position: Program Manager, Training and Accessibility Workforce Development Corporation**

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### **Workforce Development Corporation Description**

The Workforce Development Corporation (WDC) is an independent not-for-profit created by the City of New York. The WDC and SBS work in partnership to jointly develop, fund, and manage workforce and training initiatives to create a skilled workforce in the City of New York.

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### **Agency Description**

The Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs

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### **Division Description**

The Division of Citywide Workforce Opportunity (CWO) at SBS serves over 90,000 jobseekers and 900 employers each year through its employment and training programs. Specifically, CWO manages three dozen training programs, in such areas as tech, health care, and construction, that are offered in collaboration with higher education institutions (including the City University of New York) and non-profit training providers. CWO also oversees a network of 18 Workforce1 (WF1) career centers, operated in all five boroughs by workforce development providers under contract with SBS.

CWO serves two core constituencies through its centers and programs. One is jobseekers, most of whom have traditionally been underserved and have not had ready access to employment and training opportunities. Eligible jobseekers enroll in SBS' training programs at no cost to them and can also visit WF1 centers to take advantage of career services such as interviewing workshops or direct connections to employment opportunities across NYC. The second constituency is employers. Working with a variety of internal and external partners, CWO works to identify employers who might benefit from hiring graduates of our training programs as well as those who might benefit from targeted recruitment services offered through the WF1 centers that enable employers to find qualified candidates for a variety of positions.

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## Job Description

The WDC is seeking a Program Manager, Training and Accessibility that will oversee the co-design, launch, implementation, and evaluation of a portfolio of workforce programs for people with disabilities. Co-design is a participatory practice that involves individuals with lived experience and direct service providers in the planning and design of services, policies, and programs. Co-design is a method of sharing power through participation. As a strategy, co-design shifts the involvement of partners with lived experience from being “consultants” to key decision makers and shapers of the work. To learn more about this project NYC Opportunity’s approach to Co-Design, check out our [“Co-Designing and Delivering Inclusive Employment Programs with and for People with Disabilities” Request For Proposals \(RFP\) and Service Design Studio’s medium blog](#).

These programs will be co-designed by New Yorkers with disabilities and contracted organizations to develop a model for the use of participatory practices in government service design, uncover best practices for increasing accessibility in the workforce, and address the extensive unmet needs of a frequently overlooked group, . The Program Manager will support the contracting, onboarding and oversight of providers and a design firm via a competitive RFP, partner closely with the service design firm, providers, and community members in the co-design of the program models, and support organizations in the implementation and evaluation of those program models.

In addition to this initiative, the Program Manager will oversee the co-design of additional workforce training programs as needed and share learnings from the initiative with other SBS staff to support the use of accessibility and participatory co-design practices agency-wide.

The Program Manager will report directly to the Executive Director, Training at the NYC Department of Small Business Services. They will work closely with members of the Training Team, Workforce1 Career Centers Team, and other colleagues within CWO and SBS. They will also work closely with and provide performance management reports to initiative funders and co-creators at Mayor’s Office for Economic Opportunity (NYC Opportunity), and advisors at the Mayor’s Office for People with Disabilities (MOPD), and the Mayor’s Office of Workforce and Talent Development (Talent), as well as any private funders that might support the project over time.

### Specific Responsibilities

The Program Manager’s duties may include, but will not be limited to, the following:

- **Program Development and Co-Design:**

- Support contracting and lead oversight of providers and service design partners.
- Partner with the selected service design firm to coordinate co-design activities with the selected program partners; guide organizations through program strategy to ensure understanding of program goals; support contracted providers in translating co-design into action plans; and support staff in overall engagement in the co-design work.
- Work with selected contractors to co-design performance and outcome goals for the projects.
- Ensure deliverables of the design firm and providers are met, provide on-going feedback to the partners; Work with external and internal partners to ensure timely payments.
- Communicate internally and externally with City government partners and other stakeholders throughout the life of the project and incorporate feedback in an ongoing manner for continuous improvement.
- In close coordination with NYC Opportunity, ensure workforce services are responsive to target populations' needs and incorporate best practices and existing research-based practices.
- Support other teams at SBS in the co-design of workforce development training programs as needed.

- **Program Implementation:**

- Support contracted CBOs in the implementation of the co-designed program models.
- Work with partners to identify and address systemic barriers to the success of this work.
- Conduct quality assurance on all programs to ensure compliance with contract requirements and fidelity to the program models.
- Report program progress and outcomes against set goals to relevant internal and external stakeholders.
- Facilitate internal and external partner meetings, and a learning community for the providers to share lessons learned and challenges.

- **Program Assessment and Continuous Improvement:**

- Input accurate and timely service delivery data in designated CRM/program tracker to facilitate program analysis.

- Strategically work within SBS to share lessons learned from this project and to think about ways that learnings from this work can inform services for people with disabilities and community co-design practices within the agency and more broadly in City government.
- Conduct research and collect client feedback to support in setting strategy and goals.
- Support the independent formal evaluation of this project, in conjunction with the NYC Opportunity and its designees.
- Contribute to storytelling and general communications around program process, implementation, and subsequent outcomes.
- Review invoices submitted by vendors to ensure that they are in accordance with the contract terms and resolve any issues or discrepancies; additionally, ensure that these invoices are paid in a timely and accurate manner.

The Program Manager will also support other training programs and initiatives, as well as perform other duties as assigned.

### **Necessary Skills:**

- Experience working closely with communities who are engaging with public services and programs; focus on programming to serve people with disabilities a bonus.
- Understands co-design, participatory research and/or community-centered design research practices.
- Familiarity with best practices in workforce development and effective strategies to support low-income populations in obtaining quality employment and advancing along career ladders.
- Project management experience of complex, multi-stakeholder efforts.
- Strong communication and presentation skills, both verbal and written.
- Ability to establish productive and collaborative relationships with all levels of staff, inside and outside of the city and other governmental and non-governmental agencies.

### **Preferred Skills:**

- Experience collecting data and developing metrics that demonstrate the impact of programs.
- Strong analytical skills and ability to understand and synthesize complex systems.
- Familiarity with contract, budget, or fiscal management, serving in oversight roles and collaborating with partners to meet deadlines.

- Ability to take initiative, problem solve, prioritize duties, and balance competing priorities while paying close attention to detail, meeting deadlines, and working well under pressure.

**Minimum Qualifications:**

Baccalaureate degree and 4+ years of related work experience; **or** master's degree and 2+ years of related work experience.

**Salary**

\$70,000 to \$75,000

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**How to Apply**

To apply for this position, please email your resume and cover letter with the subject line: **Program Manager, Training and Accessibility** to [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov) and [WDCFiscal@sbs.nyc.gov](mailto:WDCFiscal@sbs.nyc.gov).

If you do not have access to email, mail your cover letter & resume to:

Workforce Development Corporation  
1 Liberty Plaza, 11th Floor  
New York, New York 10006

**Note:** *Only those candidates under consideration will be contacted.*

Workforce Development Corporation ("WDC") is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.